

MOTION BY SUPERVISOR MARK RIDLEY-THOMAS

June 2, 2015

Reassessing Permit and Land Management Solutions (PALMS)

On June 18, 2002, the Los Angeles County (County) Board of Supervisors (Board) approved a 10-year Agreement with Accela for replacement of Public Works' mainframe based Development and Permit Tracking System with a new web-enabled system, known as eDAPTS, for \$2,521,179. On April 1, 2003, the Board approved expanding the scope of work to include the Departments of Fire, Public Health's Office of Environmental Health, and Regional Planning, increasing the contracted by \$2,993,880 for a total of \$5,767,159.

Although various components of the Accela software were activated, the primary and most important components were never implemented. The core feature and foundation of a complete enterprise permitting system starts with the land development and permitting application. This key functionality was anticipated in the Accela software released on August 18, 2006, but the software failed to meet the County's requirements. The Accela agreement was terminated due to a variety of issues, mainly due to the failure of accurately assessing the complexity of each department's workflow and permitting process.

On January 6, 2009 the Board approved a two-year agreement with Woolpert, Inc. (Woolpert), an independent consulting and engineering firm with expertise in municipal permitting and land management processes and technology solutions, to work with the Departments of the Assessor, Fire, Parks and Recreation, Public Health, Public Works (DPW), and Regional Planning (DRP) to conduct a Feasibility and Requirements Study of the County's multi-departmental land development and permitting systems. The objective

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of the study was to examine the various business processes, determine the ability to improve the efficiency, effectiveness, and interconnectivity of multiple departmental processes through integrated, enterprise land management and permit tracking solutions, and improve customer service with online forms and tracking information.

Woolpert's final report identified opportunities to streamline and improve permitting and land development business processes. Woolpert's report states that there were specific elements including the redesign of business processes that are still pending, as these elements depend on the organizational structure that is agreed to and implemented by the different departments involved. The report also stated that the County has the flexibility to implement different technology elements for different departments based on financial or other considerations.

Following Woolpert's report, DRP secured a commercial off-the-shelf solution to replace their existing system. DRP entered into a \$2,335,308 contract with Tyler Technologies to implement an off-the-shelf system that was modified to meet its needs, the Electronic Permitting and Inspections County of Los Angeles (EPIC-LA).

DRP and DPW are now requesting approval to amend the agreement with Tyler Technologies to expand the County's software user license to accommodate DPW, increasing the contract amount by \$8,932,801 and adding additional contract years. This amendment will increase the total amount from \$2,335,308 to \$11,268,109, more than a four-fold increase over the original contract.

Although EPIC-LA meets the needs for DRP and may be a viable solution for the DPW, it is crucial for the County to thoroughly assess this system from a multi-departmental perspective and include the Departments of the Assessor, Fire, Parks and Recreation and Public Health to avoid a repeat of the miscommunication issues encountered during eDAPTS implementation. Additionally, it has been over five years since the Woolpert report was concluded, and with information technology systems evolving every day, it is imperative for the County to assess if the proposed system developed by Tyler Technologies to ensure that it meets the current and the appropriate technology to move forward.

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I THEREFORE MOVE THAT THE BOARD OF SUPERVISORS:

Direct the Interim Chief Executive Officer and the Chief Information Officer to identify and contract with an independent third party agency with the necessary expertise to:

- Review and reassess the Woolpert, Inc. report to ensure that it meets the current County requirements and current Information Technology Solutions.
- The assessment should also address and evaluate the redesign of business processes referenced in Woolpert, Inc. report to ensure proper software development and implementation that meets these processes requirements.
- Conduct a survey with the Departments of the Assessor, Fire, Parks and Recreation, Public Health, Public Works, and Regional Planning to identify the best approach for having effective information sharing, whether with a customized off-the-shelf system or an independent system with a middleware that serves as a hub for information exchange.
- Based on the recommended approach, the report shall include a study for implementing a single web interface for the public to submit permit applications; once applications are submitted, the required documents should be seamlessly and securely distributed to all concerned departments.
- Report back to the Board of Supervisors in writing and as an agenda item within 60 days.
- Continue the request for Amendment No. 2 to Agreement No. 78227 with Tyler Technologies.

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(DMR/MA)